

ABSTRACT OF THE INVENTION

A method and a system for obtaining shutdown information for a computer allows a user to indicate a reason or reasons for the shutdown. The states of the user mode processes that are running on the computer are saved for later analysis. The state 5 information as well as the shutdown reason entered by the user is stored in a computer-readable memory, such as in the form of a log file. A user may report a shutdown reason by selecting a reason from a predefined reason list and/or by typing a reason in a comment area.